STATEMENT OF WORK AND REQUIREMENTS
FOR LAUNDRY AND LINEN SERVICES
IFB 6100035049
REVISED 08/03/15

CONTRACT OVERVIEW: This Contract will cover the requirements for Laundry and Linen Services for the Department of Military and Veterans’ Affairs, PA Soldiers’ and Sailors’ Home (Veterans’ Home) located at 560 East Third Street, Erie, PA 16512. The Commonwealth of Pennsylvania, Department of General Services (DGS) is issuing this Invitation for Bids (IFB) seeking a dependable company with the equipment and experience in providing linen & laundry services. Services include providing quality linens, cleaning and preserving the appearance and quality of the linens, exceptional performance level of service, affordable prices, and assurance that a clean supply of linens will always be on hand.

METHOD OF AWARD: This will be a single award Contract to the lowest responsive and responsible bidder. Award will be based on the lowest bid price per pound for linen/laundry service.

PRICING: Bidders shall enter on line item 1 of their bid in the PA Supplier Portal, their per pound bid price for linen and laundry service. Bidders should base their bid price on the requirements identified in this Statement of Work.

MANDATORY PRE-BID SITE VISIT: A mandatory pre-bid site visit has been scheduled at the date, time and location indicated below. It is recommended that the company representative attending this pre-bid site visit read the Statement of Work prior to attending and be aware of all requirements. Bidders submitting a bid who do not attend the site visit will be considered non-responsive. For those bidders that do attend the site there will be a Proof of Attendance Form to be completed at the site visit. This completed Proof of Attendance Form must be submitted with your bid, failure to submit the completed form may result in rejection of your bid.

Please contact Wanda Bowers, Contracting Officer at 717-346-3840 or wbowers@pa.gov to pre-register for the site visit. Any questions received during the site visit will be documented and responded to via an official addendum to the solicitation. This addendum will be posted to IFB 6100033892 in the PA Supplier Portal and on the DGS website, eMarketplace.

<table>
<thead>
<tr>
<th>Mandatory Site Visit Location</th>
<th>Date and Time</th>
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</thead>
<tbody>
<tr>
<td>PA Soldiers’ and Sailors’ Home</td>
<td>July 29, 2015 @ 9:30 A.M.</td>
</tr>
<tr>
<td>560 East Third Street</td>
<td></td>
</tr>
<tr>
<td>Erie, PA 16512</td>
<td></td>
</tr>
</tbody>
</table>

SCOPE OF WORK: The purpose of this contract is to provide professional healthcare linen and laundry services to the Veterans’ Home. Services include pick-up, delivery and laundering services in accordance with the most current policies and procedures governing healthcare facility linen services. The awarded Contractor must also be able to provide linen and laundry services for the estimated quantities identified in the Delivery Requirements Section. The awarded Contractor must abide by all federal, state and local laws and regulations relevant to this service industry.

LINEN SUPPLY SPECIFICATIONS: This section provides a detailed description of the linen items to be provided through this contract. The awarded Contractor must provide the
items as described herein, no deviations from these specifications will be accepted without prior written consent from the Veterans’ Home and the Department of General Services.

a. **FLAT SHEET**: 66” x 115”, White, 50% cotton/50% polyester, T-180 (thread count), 3.8 oz. /square yard minimum weight.

b. **FITTED SHEET**: 36” x 84” x 14.25”, Heavy Weighted Jersey Knit, 60% cotton/40% polyester, bleached, bound all around, size Deep wall construction, 1.32 lbs. each.

c. **PILLOW CASE**: 36” x 72” with a 2” hem, T-180 (thread count) percale, 50% cotton/50% polyester.

d. **THERMAL BLANKET**: 72” x 36”, 50% cotton/50% polyester, bound all around.

e. **BATH TOWEL**: 20” x 40”, White, 86% cotton/14% polyester, 5.5 lbs. /dozen minimum weight.

f. **BAR TOWEL**: 20” x 17”, 100% cotton, terry, 24 oz. /square yard.

g. **WASHCLOTH**: 12” x 12”, White, 100% cotton, woven terry, 75 lbs. /dozen minimum weight, hemmed all four sides.

h. **PATIENT GOWN**: 45” x 70”, 55% cotton/45% polyester, pastel geometric print, size XL – XXL overlap gown with ties at neck and waist, extra-long with extra sweep.

i. **UNDERPAD**: 34” x 36”, 100% polyester top sheet, 6.2 oz. /square yard, 80% cotton/20% polyester blend, 10 oz. Soaker, 70% poly/30% rayon, 50% poly/50% cotton extruded barrier backing.

j. **BIB APRON**: 33” x 38”, plain weave, nylon ties, 100% polyester, minimum weight of 6.8 oz. /square yard.

**DELIVERY REQUIREMENTS:**

a. **Initial Delivery**: The initial delivery at the start of the contract will include 207 bedrolls. Each bed roll will include 1 flat sheet, 1 fitted sheet, 1 pillowcase, and 1 thermal blanket. In addition, the initial delivery will include **four complete sets** of linens. See the table below in the Linen Quantities Section for the definition of a complete set of linens.

b. **Linen Quantities**: The quantities identified in this section are an estimate only. These quantities may increase or decrease depending on the needs of the Veterans’ Home.

<table>
<thead>
<tr>
<th>ITEM DESCRIPTION</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fitted Sheets</td>
<td>70</td>
</tr>
<tr>
<td>Flat Sheets</td>
<td>150</td>
</tr>
<tr>
<td>Pillow Cases</td>
<td>125</td>
</tr>
<tr>
<td>Under Pads</td>
<td>505</td>
</tr>
<tr>
<td>Thermal Blankets</td>
<td>110</td>
</tr>
<tr>
<td>Dish Towels (Bar Mop)</td>
<td>300</td>
</tr>
<tr>
<td>Washcloths</td>
<td>2000</td>
</tr>
<tr>
<td>Item</td>
<td>Quantity</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Bath Towels</td>
<td>1000</td>
</tr>
<tr>
<td>Patient Gowns</td>
<td>160</td>
</tr>
<tr>
<td>Kitchen Aprons</td>
<td>15</td>
</tr>
<tr>
<td>Laundry Bags</td>
<td>35</td>
</tr>
<tr>
<td>Bath Blankets</td>
<td>24</td>
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c. **Additions and Deletions:**

1. **Addition of Linens/Quantities:** Additional quantities and/or linens that are within the scope of this Contract may be added at the request of the using agency. Upon receipt of the request from the Veterans’ Home DGS will contact the awarded Contractor in writing and negotiate the addition of item(s) and/or quantities.

2. **Deletion and/or Reduction of Linens/Quantities:** As stated above all quantities are estimated based on current needs and requirements of the Veterans’ Home. If at any time those needs or requirements of the Veterans’ Home should change DGS will notify the awarded Contractor in writing. Any reductions in quantities or removal of linens from the requirements will be identified in said notification and negotiated with the Contractor at the time of notification.

**SERVICE REQUIREMENTS:** Provide monthly culture reports to the Veterans’ Home that have been reviewed and attested to by a licensed Pathologist.

a. Provide necessary amount of carts with covers as stipulated by the Veteran’s Home for transportation of clean and soiled linens.

b. Vacuum and sanitize carts with a germicidal agent.

c. When a truck returns to the plant with soiled linens, Contractor shall vacuum and spray with a germicidal solution after unloading.

d. Soiled and clean linens are never to be on the same truck at the same time. There is an exception to this requirement when there is a barrier on the truck separating the soiled and clean linens.

e. The Contractor shall, one time per month, have Bacteriologist culture clean linens in the finishing department at the last point before linens are shipped to the Veterans’ Home.

    1. The culture cleaning procedure should be conducted no later than the last day of each month.

    2. The Contractor shall submit a report of the Bacteriologist’s findings to the Veterans’ Home’s Housekeeping Supervisor, or designee, no later than the fifteenth of the following month.

**PERFORMANCE REQUIREMENTS:**

a. **Quality Control:** The Contractor must have the capability to ensure the following:

    1. Bidders must have at least five (5) years of experience in providing laundry and linen services to health care facilities. The bidder must support this experience by submitting references and/or written documentation/justification of such
experience. This list should include references for healthcare facilities, nursing care facilities, or hospitals they currently or recently serviced.

2. Bidder must have the ability to provide all professional healthcare linen services as specified in this IFB for the 207-bed Veterans’ Home.

3. Laundry shall be supplied in complete sets, in the quantities per item, as stipulated by this statement of work and to meet the following criteria: one set in use; one clean set in the linen storage room, one clean set in linen carts; and one set soiled and to be laundered and returned.

4. All clean linens must be delivered pre-sorted, pre-counted, and wrapped in standard, uniform bundle quantities (no strings).

5. Bidder must supply documentation containing the Contractor’s contingency plan in the event of strikes, floods, fires and other natural or unnatural causes.

6. In the event the Veterans’ Home is not satisfied with the cleanliness of the linens or the services provided, the Contractor shall provide the same service(s) again at no charge.

7. The Veterans’ Home will notify DGS and the Contractor in writing of any unsatisfactory services rendered and the Contractor shall correct the deficiency within ten (10) business days after such notification.

8. Bidder must be accredited by either the Healthcare Laundry Accreditation Council (HLAC) or the Association for Linen Management originally known as The National Association of Institutional Laundry (NAILM). Bidder will have 90 days from receipt of contract to provide proof of either of these accreditations.

b. **Pick-up and Delivery:** The awarded Contractor is required to pick up soiled laundry and deliver clean linens to the Veterans’ Home every Monday, Wednesday, and Friday. Drivers will unload clean laundry in the proper location and place linens in the designated storage area and load all soiled laundry in the dock area.

c. **Schedule:** Pick-up and delivery time shall be between the hours of 7:00 AM and 9:00 AM e.s.t. The awarded Contractor must immediately contact the Housekeeping Supervisor, or designee, at (814) 871-4531 to resolve or request any deviations in this schedule.

d. **Holidays:** Commonwealth Offices are closed for specific holidays during the calendar year. Contract services are not required on the actual days observed. In the event that scheduled services would fall on a Holiday, the Contractor shall pick up and/or deliver on the next business day.

State designated Holidays include, but are not limited to, New Year’s Day, Dr. Martin Luther King, Jr. Day, Presidents’ Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans’ Day, Thanksgiving Day, Day after Thanksgiving, and Christmas Day. Specific Holiday dates are identified in accordance with the Commonwealth’s Directives Management System and is issued via an Administrative Circular. For example: The 2014 Holidays were published as Administrative Circular 13-14 on September 6, 2013. This information is published annually on the Office of Administration’s website at the URL provided below. The awarded Contractor will be required to check the website for the most current published Holiday dates.
ELIGIBILITY: In accordance with the terms and conditions of this bid, Section II.1 II-IFB-007.1b Procurement of Apparel or Apparel Laundering Services-Electronic Submission (Oct 2013). To be eligible for award, a bidder must submit the following items, either with its proposal or no later than two (2) business days after the purchasing agency issues a notice to provide the information:

i) A certification in the Form, BOP-1302, which is attached to and made a part of this IFB, signed by an individual authorized to make the certifications on behalf of the bidder.

ii) A list of each facility proposed for contract use in the manufacture or laundering of the apparel. For each listing, include the business name, address, contact person, and telephone number.

If the bidder fails to provide this information prior to the expiration of the second business day after the purchasing agency gives notice, the purchasing agency will reject the bid.

SUB-CONTRACTING: The awarded Contractor will be required to provide all services directly, there will be no sub-contracting permitted.

REPORTING REQUIREMENTS: The awarded Contractor will be required to submit quarterly usage reports. These reports must include, a listing of all services purchased during the quarter; the item number or description of service; the unit price; the total dollar amount of each purchase; and an overall total dollar amount of sales under the Contract. These reports should be sent to the Contracting Officer. The quarterly reports shall be due on the 15th of the next month following the end of the quarter.

POST AWARD ADMINISTRATION: The awarded Contractor’s performance shall be monitored and evaluated in accordance with the requirements outlined in the Contract. At a minimum, the awarded Contractor’s performance shall be evaluated on an annual basis. Contractor may be required to attend Contract Performance Review meetings. These meetings will be for the purpose of providing Contractor performance reviews, discussion of issues either party may have concerning the Contract or to evaluate the overall progress of the Contract. The meetings will be held quarterly, semi-annually or annually at the discretion of the Department of General Services, or upon special request of the using agency.

INQUIRIES: Direct all questions concerning this bid/contract to:

Wanda Bowers, Contracting Officer
Department of General Services
Bureau of Procurement
555 Walnut Street
6th floor, Forum Place Building
Harrisburg, PA 17101-1914
Phone: (717) 346-3840
Fax: (717) 783-6241
Email: wbowers@pa.gov